

Albany Water Board

Authorized Billing Adjustments Policy

Purpose: To authorize the Customer Service Department to make adjustments to water/sewer bills for specific and defined categories.

1. **PROPERTY CHANGES HANDS AND A CLOSING READ WAS DONE** – correct the situation, i.e. broken meter, and adjust bills to average daily consumption.
2. **PROPERTY CHANGES HANDS AND NO CLOSING READ WAS DONE** – correct the situation, i.e. broken meter, and adjust back to the closing date.
3. **COUNTY FORECLOSURE THAT GETS SOLD** – reduce current billing to zero and continue to pursue foreclosed owner.
4. **MISCELLANEOUS BILLING ADJUSTMENTS** – to adjust bills based on overpayments, data entry errors, correction due to a prior estimated meter reading, plugged meter, removal of penalty & interest up to \$100.00 (adjustments of penalty and interest over \$100.00 must be approved by the Commissioner, in writing).

LIMITS OF AUTHORITY

- a. All adjustments need to be approved by the Chief Fiscal Officer and documented on a monthly log.
- b. Adjustments over \$1000.00 must be approved by the Commissioner, in advance and in writing.
- c. All Adjustments over \$5,000.00 must be approved by Resolution of the Albany Water Board.

Adopted by the Albany Water Board as of: August 28, 2015

Resolution: 15-26